

# Our Privacy Policy

Please retain this document for your information

**Dr Gregory Burrow** takes his obligations under the Commonwealth *Privacy Act* 1988 seriously and would like to take all reasonable steps in order to comply and protect the privacy of the personal information that we hold.

This policy sets out how we intend to so.

## Collection of information

Dr Gregory Burrow collects personal health information from you so that we may properly assess, diagnose, treat and be proactive in your health care needs. All members of the professional team involved in your care will have access to your personal information.

This means we may use and disclose the information you provide in the following ways:

- Disclosure to others involved in your health care, including treating doctors, pathology services, radiology services and other specialists outside this medical practice. This may occur through referral to other doctors, or for medical tests and in the reports or results returned to us following the referrals.
- Disclosure to enable recording on medical registers (example the diabetes register).
- Administrative purposes in running our medical practice, including our insurer or medical indemnity provider, and quality assurance and accreditation bodies.
- Billing purposes, including providing information to your health insurance fund, the Health Insurance Commission (Medicare) and other organisation responsible for the financial aspects of your care.
- Conducting research.
- Assisting with training and education of other health professionals.

In most cases we will obtain the information directly from you or your treating Doctors.

## Information Quality

Our goal is to ensure that your information is accurate, complete and up-to-date. To assist us with this, please contact us if any of the details you have provided change. Further, if you believe that the information we have about you is not accurate, complete or up-to-date, contact us and we will use all reasonable efforts to correct the information.

## Storage

We will take all reasonable steps to protect the security of the personal information that we hold. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

## Access to your personal information

Access will be provided in accordance with our *Access Policy*. If you require access to your personal information please contact the Practice Manager

## Contract

We **do not** contract out data storage or processing functions.

## Legal reasons why we collect the personal information

Some information we collect is in order to comply with our legal obligations

**What happens if you choose not to provide the information?**

You are not obliged to give us your personal information. However, if you choose not to provide Dr Gregory Burrow with the personal detail we may not be able to provide you with the full range of our services.

**Treatment of Children**

The rights of children to the privacy of their health information, based on the professional judgement of the doctor and consistent with law, might restrict access to the child's information by parents or guardians.

**Complaints**

If you have any complaints about our privacy practices or wish to make a complaint about how your personal information is managed please contact [insert]. All complaints will be dealt with fairly and as quickly as possible.

A privacy complaint relates to any concern or dispute that you have with our privacy practices as it relates to your personal information. This could include matters such as how personal information is collected, stored used, disclosed or how access is provided. We prefer that your complaint is in writing.

If you are dissatisfied with the outcome of our handling of your complaint you may contact the State's Health Services Commissioner or the Federal Privacy Commissioner.

**DR GREGGORY BURROW**